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Date: October 21, 2004

To: Examiner Phuoc H. Nguyen
Group Art Unit: 2143

Fax No.: (703) 872-9306

Re: U.S. Patent Application No. 09/475,765
Filed: December 30, 1999
Applicants: Eric Hamer et al.
Docket No: KEYNP005
Attorney: Gary T. Aka

Attached:

- 1) Transmittal Form (1 pg);
- 2) Response to Notice of Non-Compliant Amendment (7 pgs).

Total Pages (including cover sheet) 9

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Diane Elizandre

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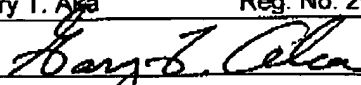
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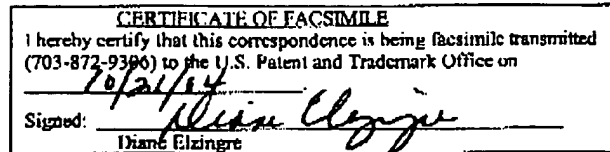
| | | |
|---|------------------------|-------------------|
| TRANSMITTAL FORM (to be used for all correspondence after initial filing) | Application Number | 09/475,765 |
| | Filing Date | December 30, 1999 |
| | First Named Inventor | Eric Hamer |
| | Group Art Unit | 2143 |
| | Examiner Name | Phuoc H. Nguyen |
| Total Number of Pages in This Submission | Attorney Docket Number | KEYNP005 |

| ENCLOSURES (check all that apply) | | |
|---|--|--|
| <input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input type="checkbox"/> Amendment / Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Response to Missing Parts/Incomplete Application <input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53 | <input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____ | <input type="checkbox"/> After Allowance Communication to Group <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to Group (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input type="checkbox"/> Return Postcard <input checked="" type="checkbox"/> Other Enclosure(s) (please identify below): Response to Notice of Non-Compliant Amendment |
| Remarks | | The Commissioner is authorized to charge any additional fees to Deposit Account 60-1652. |
| In response to the Notice of Non-Compliant Amendment mailed September 27, 2004, please make the enclosed of record. | | |

| SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT | |
|--|---|
| Firm and Individual name | RITTER, LANG & KAPLAN LLP Gary T. Aka Reg. No. 29,038 |
| Signature |  |
| Date | October 21, 2004 |

| CERTIFICATE OF FACSIMILE | | | |
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| Typed or printed name | Diane Elzingre | | |
| Signature |  | Date | October 21, 2004 |

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appln. No. : 09/475,765
Applicant : ERIC HAMER et al.
Filed : December 30, 1999
TC/A.U. : 2143
Examiner : PHUOC H. NGUYEN

Confirmation No.: 6830

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Docket No. : KEYNP005
Customer No. : 26541
Title : METHOD AND SYSTEM FOR EVALUATING
QUALITY OF SERVICE OVER THE INTERNET

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Alexandria, VA 22313-1450

RESPONSE TO NOTICE OF NON-COMPLIANT AMENDMENT

Sir:

In response to the Notice of Non-Compliant Amendment mailed September 27, 2004,
please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims, which begins on page 2
of this paper.